Role description & person specification

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| **Title of Role: Property Management Coordinator**  **Term of Appointment: Contract, Part-time (24 hours per week)**  **Hours of work are negotiable** |

**ABOUT THE ROLE**

**1. Summary of the role’s aim**

The Property Management Coordinator is responsible for:

* coordinating tenancy related functions and documentation
* supporting the development and maintenance of good practice landlord-tenant relationship with a particular focus on accessible community housing and sustainable tenancies.
* ensuring a growing portfolio of community housing stock is repaired and maintained in a timely and efficient manner

**2. Main Benefits (Outcomes)**

*[A summary of the measurable benefits that will be brought to the target community]*

The success of this role will be reflected by an improvement in the life chances of people living with disability[[1]](#footnote-1) through:

* increased quality and appropriateness of affordable housing stock
* professionally managed portfolio of housing stock which meet the needs of tenants
* enacting tenancy management processes which are effective and efficient
* tenant’s understanding of and participation in the NDIS

**3. Main Deliverables (Outputs)**

*[A summary of what the role will quantitatively produce]*

Contribute to the sound coordination of property matters of inhousing by:

* providing a professional property management service; including tenancy agreements and rental bonds
* developing and maintaining an effective customer focussed relationship with tenants and other stakeholders, including prompt, solution focussed attention to complaints.
* organising property repairs and maintenance, including property condition reports within customer service response times and within budget
* coordinate a regular schedule of property inspections and recording system for inventory and condition reports
* effectively facilitating and recording property modifications, additions and adaptations
* providing timely advice to tenants and support agencies about property matters

**4. Main work activities (Processes)**

* Coordinate repairs and maintenance
* Complete property inspections in accordance with a property inspection schedule and ensure properties sustain with their enrolled NDIS design category
* Produce reports in a timely manner on property matters to meet the needs of management, board and government
* Maintain records and schedules for property related matters
* Discuss processes with tenants, families, support providers and others.
* Ensure property condition reviews are undertaken in manner prescribed by the Office for Community Housing and the policies of inhousing
* Complete tenancy documentation including tenancy agreements and rental bonds
* Coordinate tenancies and rents
* Manage rental arrears
* Review information to ensure property manuals, website, forms and agreements are regularly updated
* Develop and maintain an effective customer focussed relationship with tenants and other stakeholders, including prompt solution focussed attention to complaints
* Appear before, and provide advice on, Residential Tenancy Tribunal Matters (including termination of tenancies)
* Report any incidences, that may be critical in nature to DHS or the NDIS Quality and Safeguarding Commission to the CEO or delegate
* Other activities as directed by CEO or delegate.

**5. Reporting/Working Relationships**

**This role reports to (role sponsor):** Leader Tenancy Services

**This role provides formal support and guidance to the following other roles:**

Students, trainees, interns, volunteers etc who may from time-to-time be involved with the agency.

**This role is responsible for maintaining good networks with stakeholders, including:**

* Government officers, tenants, preferred trades, architects and builders
* People living with disability, and other people in their lives such as family, friends and other supporters
* Board members undertaking Board-mandated work in relevant areas
* Community Housing sector
* Community leaders and NGOs relevant to the work.

**6. Special Conditions** (Such as travel requirements, frequent overtime, etc).

The incumbent is required to:

* hold a current licence for a motor vehicle to travel within the metropolitan area and regional locations as required
* be available to coordinate out-of-hours emergency response on an occasional basis.

The role demands a commitment to:

* support the integrity of the organisation by maintaining a high standard of personal and professional conduct that supports our values, including:
  + people living with disability having personal authority in their lives
  + people living lives of active citizenhood
  + inclusive communities
  + capacity-building
  + the exercise of ambassadorship
  + the exercise of your best judgement in respect of safeguards for you, your fellow team members, people living with disability and their families, and other visitors to our organisation
* support, and contribute to, the achievement of the inhousing’s goals as set out in strategy and business plan documents
* initiate, and participate in, activities in support of best practice, a learning organisation, and the generation of knowledge capital
* work outside of normal business hours when needed
* participate in performance planning and review, as frequently as may be required, but at least annually, and commit to ongoing personal and professional development
* be willing to change office location if directed as a result of service development and organisational change.

Acknowledged by Role Holder ............................................... ........./....../.....

Role Sponsor................................................................ ......../......./.....

**ABOUT THE ROLE HOLDER**

**Essential Criteria**

1. Demonstrated capacity to effectively deliver property management services in a timely and effective manner.
2. Capacity to provide superior customer service and to work alongside marginalised and vulnerable individuals to achieve and maintain successful tenancies.
3. An inquisitive and analytical mindset, with the ability to self-start and achieve genuine measurable outcomes.
4. Demonstrated capacity to prioritise, work under pressure and meet deliverables relating to budget and timelines.
5. Capacity to build effective relationships with a wide range of people, including trades, tenants, families, service providers and others.
6. Demonstrated capacity to communicate effectively both verbally and in writing with well-developed computer and information recording skills.
7. Deeply felt value base in support of improving the life chances of people living with disability and their families, especially in respect to choices and inclusion.
8. Demonstrated ability to contribute to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination and bullying, where diversity is valued.

**Desirable criteria**

1. A relevant tertiary qualification
2. Personal insight of what it means to live with disability
3. Ability to use software applications to manage tenancy/property information.
4. Knowledge of legislation and policy settings and how they impact people living with disability, in particular those that relate to the National Disability Insurance Scheme.

1. Throughout this document we acknowledge and support the benefits that family members can also gain from this role [↑](#footnote-ref-1)